

## 10-025 D. Welfare to Work Sanction Cure Process

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CPG Letter 326 (9/14)

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### 10-025.D.1 Sanction Cure Regulation

State regulations require that financial sanctions be applied when a mandatory Welfare-to-Work (WTW) participant has failed or refused to comply with program requirements without good cause and compliance efforts have failed.

CalWORKs recipients may cure a WTW sanction at any time without an associated level or minimum sanction period regardless of the number of times they have been sanctioned.

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### 10-025.D.2 Sanction Cure Forms

The **Request to Stop a Welfare to Work Sanction (WTW 31)** instructs individuals on the steps to take to cure their sanction, have aid restored, and begin participating in WTW activities again.

ECMs are required to send the WTW 31 to individuals if a determination of No Good Cause is made and the client either does not agree to or fails a compliance plan. CPG 10-025 B. Cause Determination for WTW Noncompliance.

**Note:** A completed WTW 31 is not necessary in addition to a documented verbal request to stop a sanction made by an individual.

The **Plan to Stop a WTW Sanction (WTW 29)** informs individuals of the activity they must perform to be able to receive aid again, the dates that the activity begins and ends, and the estimated date that their aid will be restored, to be determined by the eligibility worker (worker), once curing requirements have been met.

It also notifies individuals of their rights and responsibilities pertaining to the plan. Individuals must sign the WTW 29 to indicate that they agree to complete the activities as described in the plan, otherwise the sanction will continue.

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#### 10-025.D.3 Sanction Cure Contact

When an individual contacts their Employment Case Manager (ECM) to inform them of a desire to cure their sanction, the ECM is required to schedule an appointment to meet with them to discuss and sign the curing plan, WTW 29, within the Sanction Cure Contact timeframe which is **within 10-calendar days** of:

- The date that the individual speaks with the ECM to inform them of his or her wish to cure the sanction or;
- The receipt date of the completed **Request To Stop A Welfare To Work Sanction (WTW 31)** form.

If the individual does not attend the appointment to discuss and sign the WTW 29, the ECM is required to narrate reasons for the failure to attend in case comments and the individual will remain sanctioned.

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#### 10-025.D.4 Sanction Cure Process

Once a WTW sanction is effective (CPG 10-025.B.10 Sanction Effective Date, the participant must perform the activity(ies) that resulted in the sanction as determined by the ECM in order to cure the sanction.

In order to cure the WTW sanction, the Participant is required to:

- Contact the ECM to inform them of their desire to cure;
- Comply with county requirements to sign a **Plan to Stop a Welfare to Work Sanction (WTW 29)**, referred to as the “curing plan”, either at a scheduled meeting, or by mail, with the ECM; and
- Satisfactorily perform the activity specified in the curing plan until completed, or up to a maximum 30-calendar day period.

ECMs can only place participants in curing activities for the regular duration of the activity or up to a maximum 30-calendar day period, whichever is shorter, from the date the curing plan is signed, either in a face-to-face meeting or via telephone.

Individuals in the WTW sanction curing process:

- May not be assigned to an activity for a longer period of time than the length of the original activity that brought about the sanction.
  - Are considered to have cured the sanction and met the program requirements, after participating for up to a maximum 30-calendar day period from the date that the curing plan is signed.
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#### 10-025.D.5 Alternative Cure Activities

If the ECM determines that the participant would be unable to complete the activity that resulted in the sanction, the ECM has the discretion to assign the participant to an alternative activity to cure the sanction that

would be beneficial to the participant.

The ECM may want to evaluate the participant for a learning disability or suggest participation in mental health or substance abuse treatment.

Verified full-time employment can also substitute for the activity to cure a sanction once WTW Orientation/Appraisal has been completed.

**Reminder:** A full-time employed participant who needs to complete Orientation/Appraisal may do so via phone and mail.

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**10-025.D.6  
Sanction Cure  
and  
Supportive  
Services**

Individuals curing a WTW sanction are entitled to WTW supportive services to enable participation in assigned curing activities, including Child Care.

Although an individual may not be receiving CalWORKs due to the sanction, Child Care may be authorized up to the maximum 30-calendar day period so that the individual can participate in required activities needed to cure the sanction.

**Reminder:** Child care cannot be authorized for WTW orientation. Child care expenses for an individual to attend orientation are paid from WTW ancillary funds.

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**10-025.D.7  
Sanction  
Cure Date  
Scenarios**

If	then
the ECM determines it is not possible to provide the individual with <ul style="list-style-type: none"><li>the activity that they previously refused to perform, <u>or</u></li><li>another appropriate activity, within 30-calendar days of signing the curing plan</li></ul>	the individual is considered to have cured the sanction as of the date the ECM made that determination.
an individual contacts the ECM to initiate curing and subsequently fails <u>at any point</u> to meet the curing requirements, without good cause,	<ul style="list-style-type: none"><li>the individual contacts the ECM again to restart the process, which is considered the <u>Sanction Cure Contact</u> date, <u>and</u></li><li>successfully completes the sanction cure.</li></ul> <p>In these cases, the date of recontact is the date on which the individual is considered to have started the curing process, which is the <u>Sanction Cure Contact</u></p>

	date.
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**10-025.D.8  
Sanction Cure  
Plan**

When developing the WTW 29, ECMs are required to:

- List the required activities on the WTW 29, along with all other pertinent information.
- Enter the following under Comments/Other Instructions section: 'Client initiated the cure process on (date).'
- Fill in the **estimated** dates of when the sanction will end and date aid will be restored if the individual completes the activity required to cure the sanction.
- Sign the WTW 29 with the participant and provide the participant with a copy of the signed plan.
- Enter a narrative in CalWIN Case Comments stating all details of the WTW 29, including supportive service needs.

**10-025.D.9  
Sanction Cure  
Plan via  
Telephone**

The WTW 29 may be developed via telephone and transmitted via mail. In this situation, the ECM is required to:

- Develop the [Sanction Cure Plan](#) and
- Mail two copies of the plan to the individual (one for the individual to sign and return, and one for the individual to keep), along with a self-addressed and stamped envelope, within the [Sanction Cure Contact](#) timeframe.

Upon receipt of the WTW 29, the individual is required to:

- Sign and return the WTW 29 to the ECM, postmarked no later than the date indicated on the plan (10-calendar days from the informing date) and
- Participate as instructed by the ECM over the telephone and/or as noted in the plan or the sanction continues until the individual contacts the ECM again to start and complete the curing process.

**Reminder:** If the individual does not sign and return the WTW 29, the ECM is required to narrate the situation in case comments and the individual will remain sanctioned.

**Note:** When the curing plan is developed via telephone, the date the individual is informed by the ECM about the specifics of their curing plan by telephone ('informing date'), is considered the date that the individual signs the plan for the purposes of beginning the maximum 30-calendar day period.

**10-025.D.10  
Sanction Cure  
Status**

When an individual requests to cure their sanction, the ECM is required to:

- Complete all CalWIN entries, including updating the Noncompliance tab.
- Enter a narrative in CalWIN Case Comments stating the details of the WTW 29 including the WTW activity assigned, corresponding dates of the activity and supportive service needs; and

- Enter a 'Curing Sanction' Registration status in the Employment Services Subsystem to match the WTW 29 activity dates.

**Reference:**

[How To #506: How to Cure WTW Sanctions - ES Staff](#) and CalWIN Online User's Manual for applicable automation entries.

**10-025.D.11  
Restoration of  
Aid**

If an individual contacts the ECM to initiate the curing process and they successfully complete the curing process, then cash aid is restored by the **worker the first day of the month following the date that the individual contacted the county to indicate his or her desire to cure.**

Sanction Cure Contact	Sanction Cure Action	Restoration of Aid by Worker
Contacts the ECM on <b>July 14</b> and indicates desire to cure.	Signs cure plan on <b>July 17</b> Cures sanction with one day activity (Orientation) on <b>July 23</b>	Aid is restored <b>on August 1.</b>
Contacts the ECM on <b>July 14</b> and indicates desire to cure.	Signs cure plan on <b>July 17</b> Cures sanction with two-week activity (Job Club) on <b>August 5</b>	Aid is restored <b>back to August 1</b>

**Reference:** CPG 40-200.A.10

**10-025.D.12  
Sanction  
Transition  
Period**

An individual may successfully cure their sanction prior to the first of the following month, however, they would need to wait to be added back into the Assistance Unit (AU) and have cash aid restored.

In cases when an individual cures their sanction prior to the first day of the month following the date that the individual contacted the county to indicate his or her desire to cure, the individual would be in a **Sanction Transition Period (STP)** and remain in the status of "curing sanction" for the remainder of the month prior to the restoration of cash aid.

The ECM is required to assign the individual to a **Sanction Transition Activity (STA)**, however, the individual **is not subject to participation and compliance requirements until the restoration of aid on the first of the following month.**

**Note:** Federal activity limits do not apply during the STP.

**Example:**

Step	Action
1	An individual who was sanctioned for failing to attend orientation contacts the ECM on July 14 and indicates he wishes to cure his sanction.

2	The individual agrees to attend orientation on July 23, as required to cure his sanction, and agrees to attend Job Club beginning July 26-July 31.
3	The individual signs his cure plan (WTW 29) on July 17, which includes the activity required to cure the sanction <u>and</u> the subsequent WTW activity.
4	The individual attends orientation on July 23, and cures his sanction.
5	The ECM notifies the worker of the sanction cure and correct date the client contacted the ECM to initiate the cure process by providing the worker with a copy of the cure plan (WTW 29).
6	The individual is in a STP from July 23-July 31, and remains in 'curing sanction' status until his cash aid is restored on August 1.
7	The ECM schedules the individual for a STA, Job Club, beginning July 26-July 31, as described in the cure plan (WTW 29).
8	The ECM issues supportive services to participate in the assigned WTW activity, starting July 26.
9	The individual starts Job Club on July 26 as assigned.
10	The individual is added back into the AU and cash aid is restored effective August 1.

**10-025.D.13**  
**Sanction**  
**Transition**  
**Period**  
**Cure Plan**

While participation and compliance requirements do not apply until the restoration of aid on the first of the following month, the STA must be listed on the WTW 29.

Using the previous example, the ECM is required to:

- List Orientation, beginning and ending July 23 as **Activity 1** on the WTW 29, along with all other pertinent information required
- List the STA, Job Club, beginning July 26 and ending July 31, as **Activity 2** on the WTW 29, along with all other pertinent information required;
- Enter the following under Comments/Other Instructions section:  
"Client initiated the cure process on (date). Activity 1 is required to cure your sanction. Activity 2 is your next Welfare to Work assignment. Mandatory compliance requirements for Activity 2 do not begin until the first of (month), when you are added back into the assistance unit."
- Fill in the **estimated** dates of when the sanction will end and date aid will be restored if the individual completes the activity required to cure the sanction, as described in Activity 1.
- Enter a narrative in CalWIN Case Comments stating the details of the WTW 29 sanction cure and STA.

If the individual does not comply with the STA listed as activity 2 prior to being added back to the AU, no compliance efforts are necessary as participation and compliance requirements do not apply until the

restoration of aid on the first of the following month.

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**10-025.D.14  
Sanction  
Transition  
Activity and  
WTW Plan**

If the STA listed as Activity 2 is an activity which requires the signing of a WTW plan (WTW 2), then the individual would sign the plan after CalWORKs cash aid has been restored. The start date of the activity on the WTW 2 would align with the date the individual was added back into the AU.

Example:

- STA Work Experience (WEX)
  - STP from July 23-July 31
  - STA period July 23-July 31 on WTW 29
  - Start date on WTW 2 for WEX would be August 1.
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**10-025.D.15  
Sanction Cure  
Plan Outcome**

Upon successful completion of the WTW 29, the ECM is required to:

- Complete all CalWIN entries
- Enter a narrative in CalWIN Case Comments with the details of the WTW 29; and
- Provide a copy of the WTW 29 to the worker who will determine the correct date for Restoration of Aid, based on the information provided on the WTW 29.

While the ECM enters a recommended date for Restoration of Aid on the WTW 29 as indicated below, only the worker can determine the correct Restoration of Aid date.

WTW 29: 'Once I do what my plan says to stop my sanction, my sanction will end on \_\_\_\_\_ and my aid will be restored as of \_\_\_\_\_. I may then be required to continue in the same activity, or start a new activity. If I have a Welfare to Work plan, it will be updated to tell me of any changes in my Welfare to Work requirements and supportive services needs.'

Once the sanction cure is complete, aid has been restored and the client has been registered back to the WTW program by the worker, the ECM will resume mandatory WTW case management activities with the participant.

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